

# Preventing Burnout in Customer Success

A structural blueprint for navigating  
empathy fatigue, optimizing workflows,  
and building resilient teams

We are the frontline,  
the navigators of the  
customer journey,  
the architects of  
lasting relationships.

Based on insights by  
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# The Anatomy of CS Burnout: The Slow Creep

(Role Demands + Environmental Friction) - Systemic Support = **Burnout**

## The Lighthouse Expectation

Constant availability and responsiveness. The erosion of personal boundaries caused by an always-on culture.

## The Relentless Scoreboard

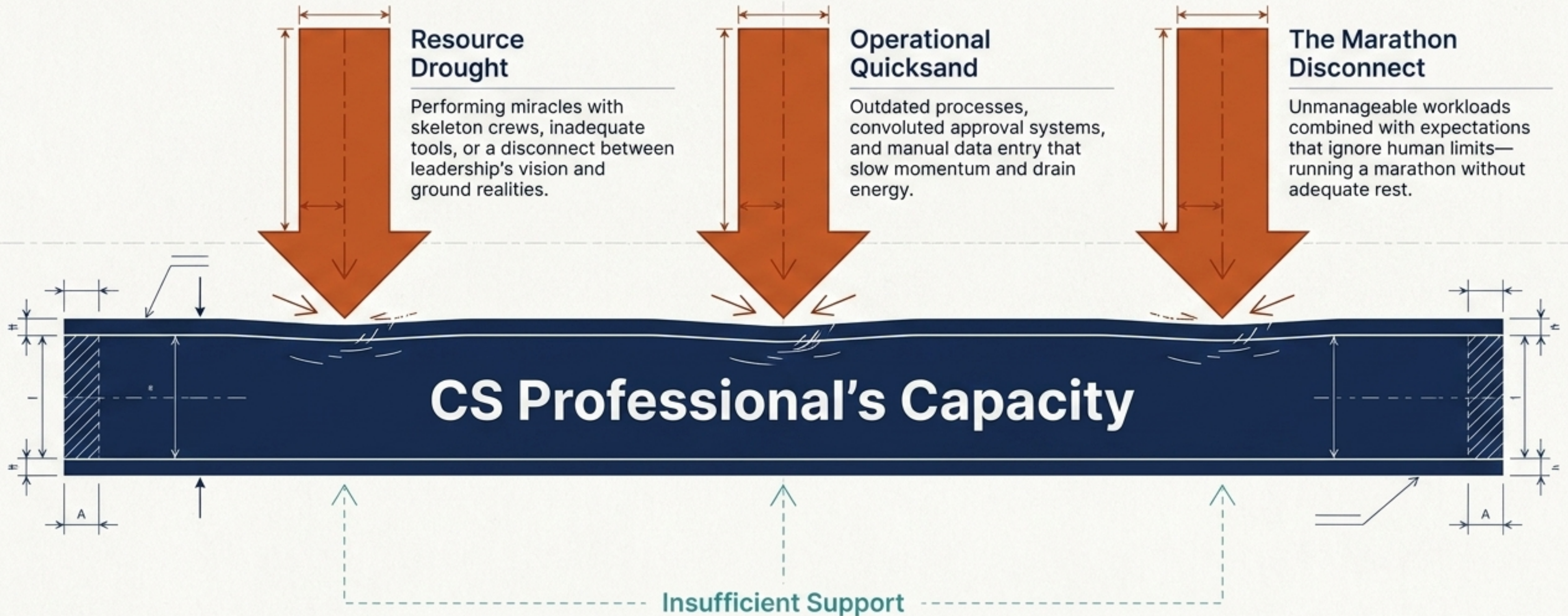
The compounding weight of tangible outcomes—retention, expansion, and CSAT—acting as a constant reminder of potential failure.

## Empathy Fatigue

The unique emotional labor of absorbing frustrations daily; carrying the weight of every customer's problem.

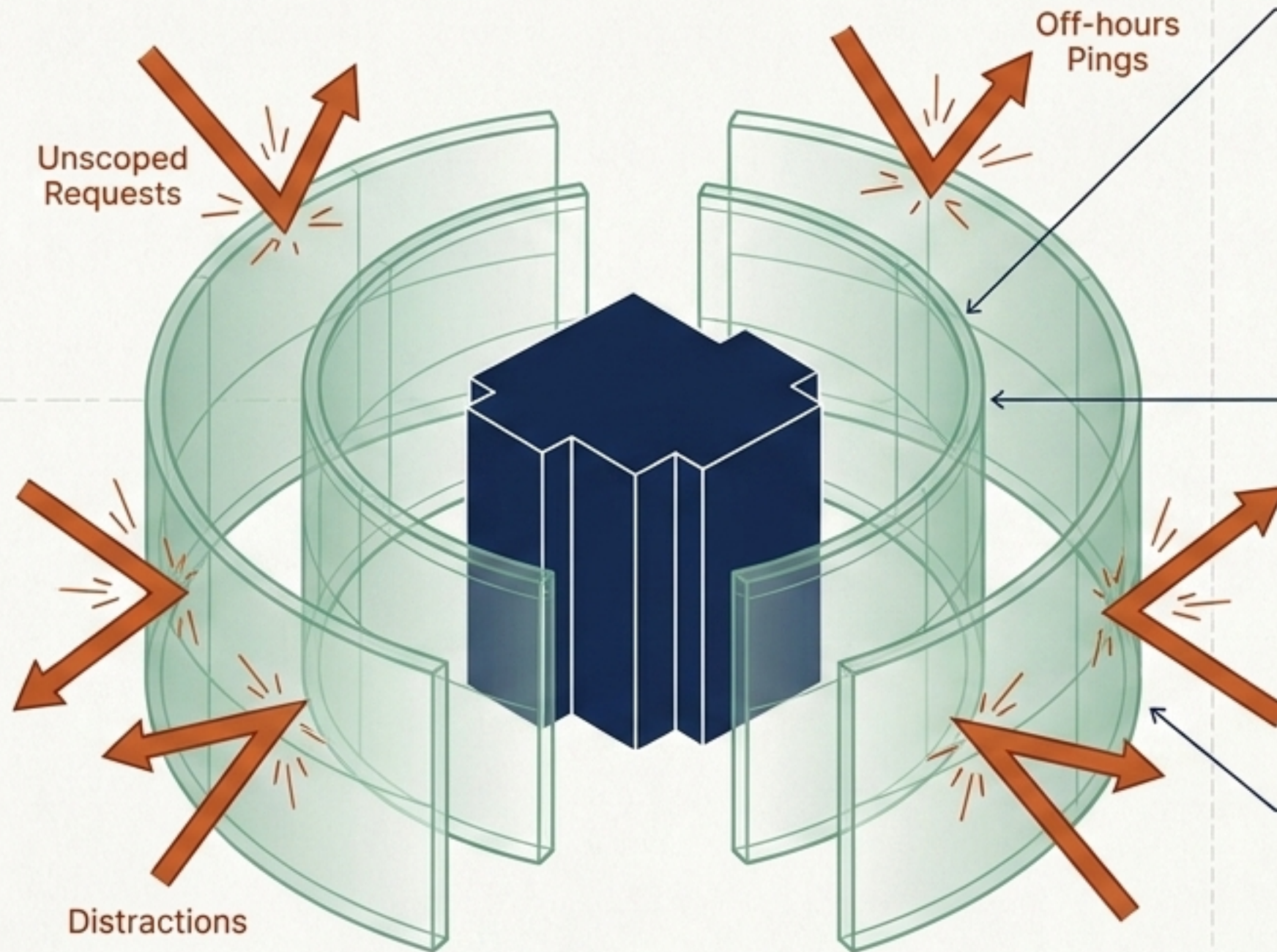


# Environmental Accelerants: The Friction Multipliers





# Firebreak I: Establishing Invisible Fences



## Temporal Fences (Hours)

Define strict start and end times. Communicate boundaries to teams and customers. We are not on-call 24/7.

## Digital Fences (Channels)

Create focus lanes. Schedule email checks, utilize designated focus time with silenced notifications, and set SLA expectations.

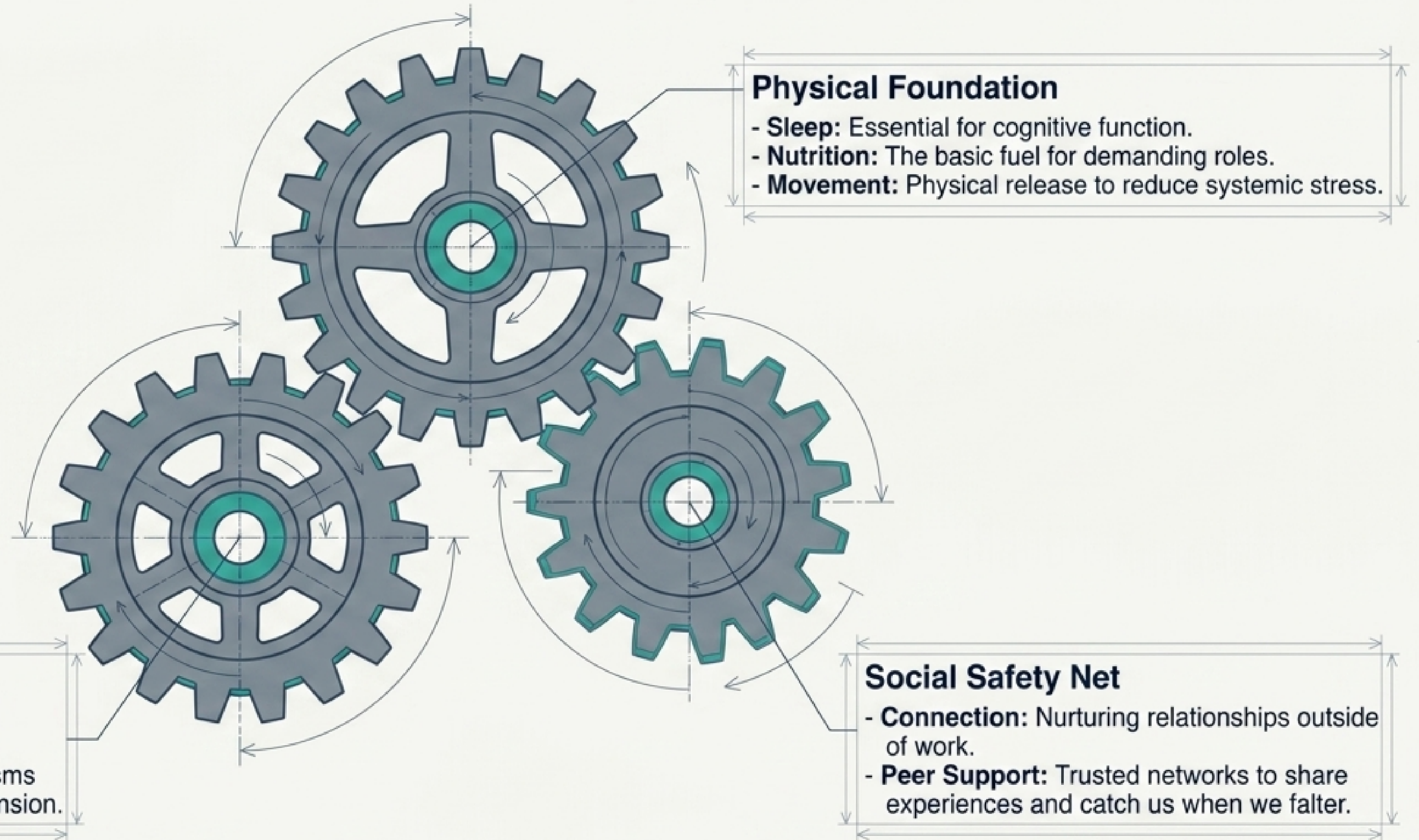
## Scope Fences (The Constructive No)

Decline unfeasible requests by offering alternative timelines or solutions. Saying 'no' is an honest assessment of capacity.



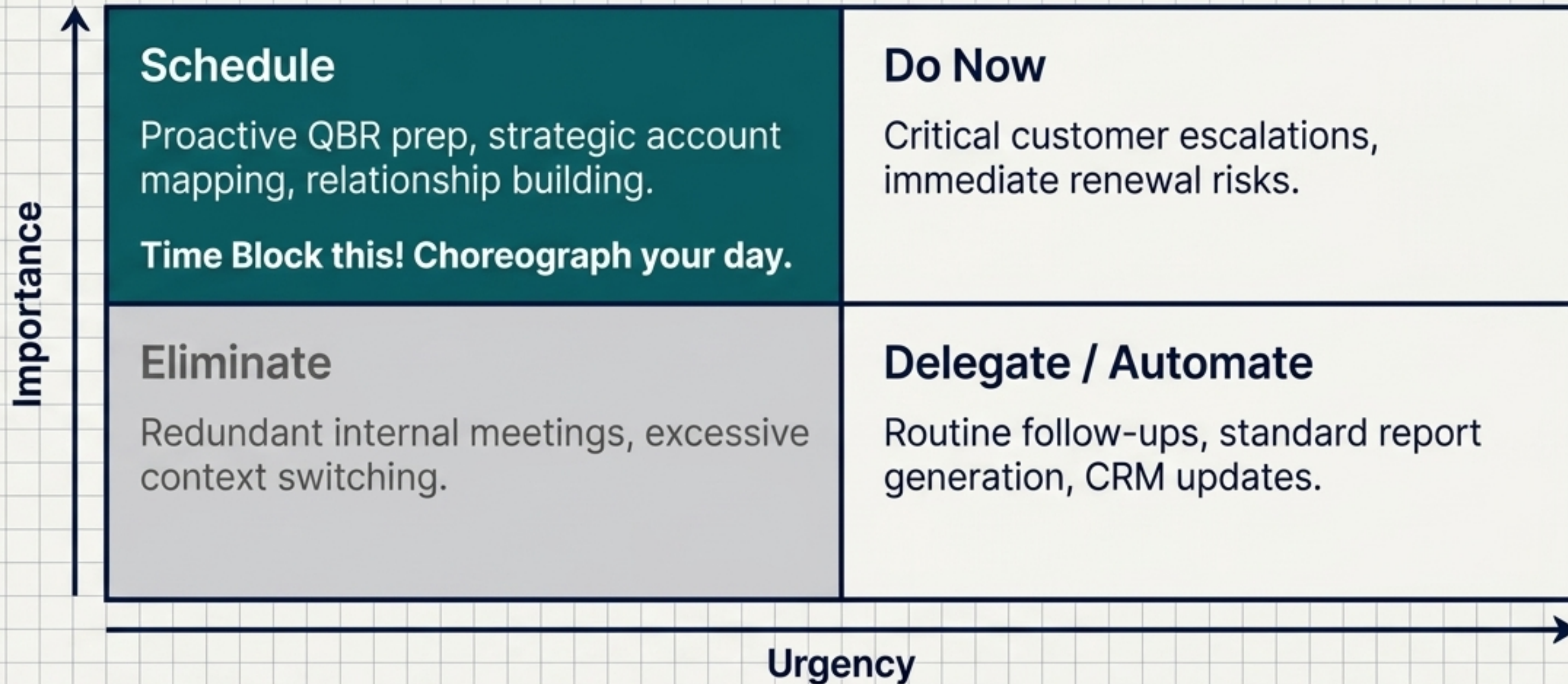
# Firebreak II: The Self-Care Triad

Self-care is not a luxury; it is the bedrock upon which our ability to perform rests.





# Resilient Workflows: The CS Action Matrix



**Operational Tactic:** Task Batching. Group similar tasks into designated blocks to prevent the massive energy drain of context switching.



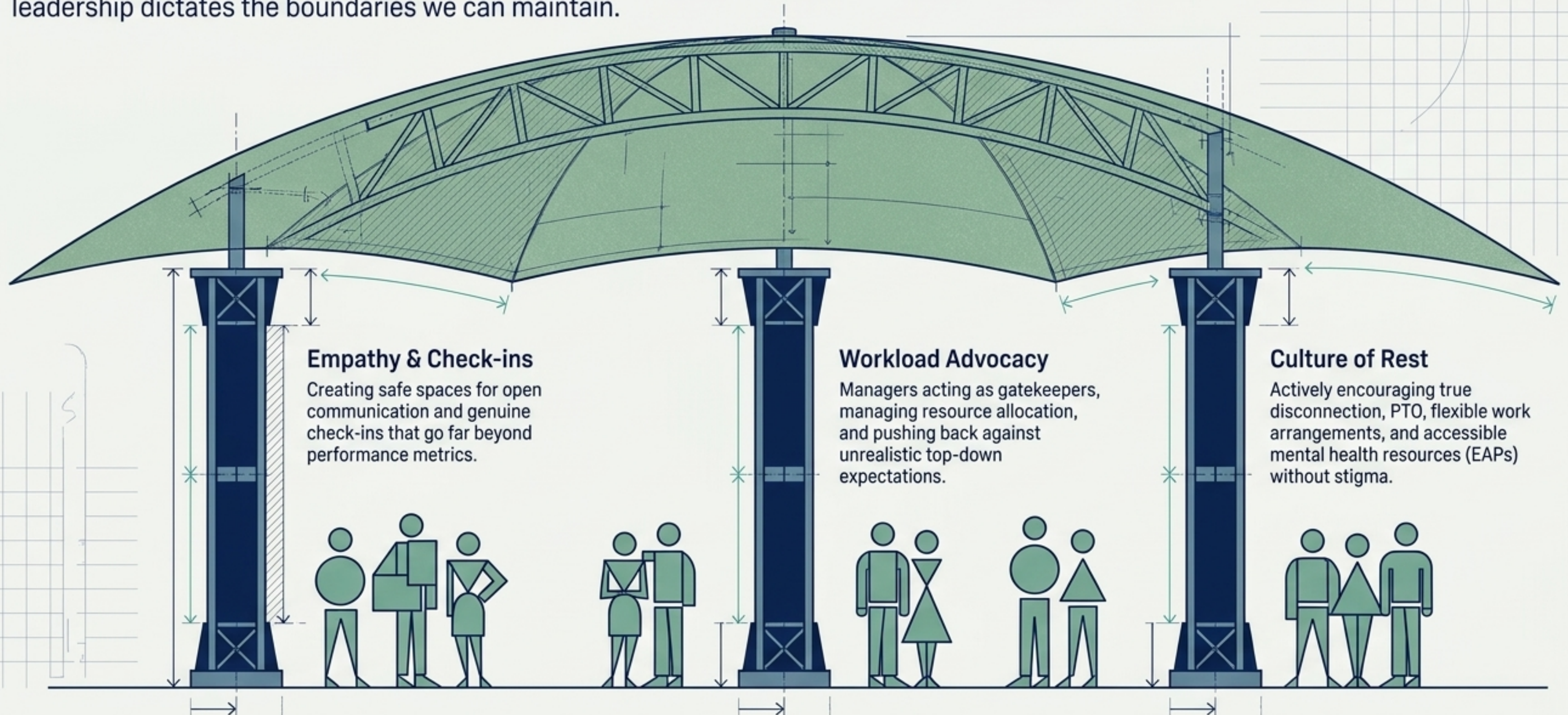
# Resilient Workflows: Technology as a Lever





# The Leadership Shield: Systemic Support

Burnout is a symptom of systemic issues;  
leadership dictates the boundaries we can maintain.





# The Burnout Diagnostic Dashboard

Telemetry points leadership must monitor to catch the slow creep of exhaustion.

## Work Hours



Danger zone > 50 hrs/week.

Impact: Core risk factor.

## Escalation Rate



Danger zone > 15%.

Impact: High stress trigger.

## Turnover Rate



Danger zone > 25%.

Impact: The ultimate lagging indicator.

## CSAT Score



Danger zone < 80%.

Impact: Increased pressure.

## Admin Time



Danger zone > 30%.

Prescription: Automate routine tasks.

## Break Frequency



Danger zone < 3 per day.

Prescription: Mandate scheduled recovery.



# The Antidote to Stagnation: Continuous Growth

